

FORM PTO-1449	ATTY. DOCKET NO.	02365.P0013	SERIAL NO.	09/557,334
	APPLICANT	Okita et al.		
	FILING DATE	4/24/2000	GROUP	2756

REFERENCE DESIGNATION U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
MD	5,799,297	Aug. 25, 1998	Goodridge et al.		
1	5,940,804	Aug. 17, 1999	Turley et al.		

FOREIGN PATENT DOCUMENTS


DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRANSLATION
					YES NO

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

MD	Edify, "How EWF Works", Date Unknown, 4 pages, http://www.edify.com/customer/edify_products/how_ewf_works.html
	FileNET, "Visual Workflow", Date Unknown, 6 pages http://www.filenet.com/Products/visualWrkflw/Visual_WorkFlo.pdf
	InConcert, Inc., "InConcert v3.6 Product Data Sheet", Date Unknown, 6 pages http://www.inconcert.com/products/inconcert36/datasheet.html
	Aspect Communications, "Aspect Customer Self Service", Date Unknown, 3 pages http://www.aspect.com/products/portal_apps/css/css.htm
	InterVoiceBright, "InVision Application Development Environment", Date Unknown, 2 pages http://www.intervoice.com/products/solutions/pdf/gen-ivsn.pdf
	InterVoiceBright, "InVision - Advanced Call Flow Development Tool", Date Unknown, 1 pages http://www.intervoice.com/products/solutions/development/invision.html
	Prima, "OPUS Maestro - Technology Facilitator", Date Unknown, 4 pages http://www.prima.ca/english/products/OpusMaestro_overview.htm
	Prima, "OPUS Composer - The Ideal Tool for Rapidly Creating Highly Adaptive Interactive Communications Server", Date Unknown, 3 pages http://www.prima.ca/english/products/OpusComposer.htm
	Brooktrout Software, "Show N Tel Features", Date Unknown, 2 pages http://www.brooksoft.com/pages/products/show_n_tel/features.html

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REFERENCE DESIGNATION U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
Mm 1		6,243,092	6/5/01	Okita et al.		
		6,052,684	4/18/00	Du		

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[illegible]

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

mp		InConcert, Inc., "InConcert v3.6 Product Data Sheet", 1999, 6 pages http://www.inconcert.com/products/inconcert36/datasheet.html

EXAMINER

DATE CONSIDERED



Substitute for form 1449A/PTO				Complete If Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	09/557,334
				Filing Date	April 24, 2000
				First Named Inventor	Glen Kazumi Okita
				Art Unit	2756
				Examiner Name	Not Assigned
				Attorney Docket Number	2950P079
Sheet	2	of	2		

OTHER ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.†	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T*
mm		InfoNet, One IDIA member's intranet/internet use, April 1999, InfoNet, Newsletter of the International Imaging Association, p. 2 and 3 [online], [retrieved on 2002-11-21], Retrieved from the Internet <URL: http://www.dxp.dk/download/pfd/cases/idia.pdf >.	
1		DOT (Department Of Transportation), Pennsylvania Official Transportation and Tourism Map, 1997, Department of Transportation.	

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Examiner Signature	<i>M. Delgado</i>	Date Considered	9/11/2006
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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication.

†Applicant's unique citation designation number. *Applicant is to place a check mark here if English language Translation is attached.

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